



LAND ACKNOWLEDGEMENT

The land on which OMSSA operates is the traditional territory of the Mississaugas of the Credit, the Anishnabeg, the Ojibwe, the Haudenosaunee, the Wendat, and it is now home to many diverse First Nations, Inuit, and Métis. We also acknowledge that our Members span an area known as the Province of Ontario which is covered by 46 treaties and agreements.

Our goal as an Association is to develop and enhance strong partnerships with Indigenous organizations, especially as we increase opportunities for Members to build their understanding and relationships with Indigenous communities across Ontario. As OMSSA implements its Strategic Plan, our goal is to ensure the insights of our Indigenous partners are considered in much of what we do moving forward within this plan.

A MESSAGE FROM OMSSA'S PRESIDENT HENRY WALL



On behalf of the OMSSA Board, I'm pleased to share our 2024 Annual Report. OMSSA Members and the human services sectors continue navigating a world that is increasing pressure on Service System Managers to be all things to all people with limited resources. By supporting, connecting, and advocating for each other across Ontario, we are committed to putting in place a strong foundation to tackle society's most significant challenges to respond to local and regional needs and ensure the most vulnerable are not left behind. As the go-to and go-through organization for Ontario's human services sectors, here are some of the major accomplishments from this past year:

- ▶ Conducted joint research with the Association of Municipalities of Ontario and Northern Ontario Service Deliverers Association to develop a comprehensive view of the homelessness crisis and what communities will need to address the challenges head on.
- ▶ Supported Ontario's position in the dispute between Province and Federal Government under the National Housing Strategy.
- ▶ Continued developing strategic partnerships to achieve our collective mission of delivering the best human services outcomes. The Association signed a Memorandum of Understanding (MoU) with the Ontario Native Women's Association (ONWA) and renewed its MoU with the Association of Municipalities of Ontario.
- ▶ Published a paper on Special Needs Resourcing (SNR) under the Canada-Wide Early Learning and Child Care program. OMSSA invited Service System Managers to discuss their local SNR service models, outcome and evaluation approaches, strengths, challenges, needs, and recommendations.
- ▶ OMSSA's Member Networks provide a valuable opportunity to connect with and learn from human services colleagues across the province. The Association undertook a re-organization of our Member Networks with an emphasis on creating separate Housing and Homelessness Networks and renaming the Employment and Income Network to the Social Assistance Network to better reflect this group's work.
- ▶ We began the work to update OMSSA's website to better tell the stories and experiences of human services across Ontario, including the challenges Members face and the solutions they develop to assist communities.
- ▶ A recommitment from Deputy Ministers within Provincial Ministries to work with OMSSA and the 47 Service Managers as Ontario and municipalities continue to tackle poverty, homelessness and Ontario's growing housing crisis.

As I reflect on my second and final year as OMSSA President, I want to extend my sincere thanks and appreciation to OMSSA Members, and our dedicated Staff for their continued support of me in my role. I also want to thank my colleagues on the OMSSA Board and the 47 Leads for their steady support for the forward-thinking direction the Association is heading, especially as we celebrate its 75th Anniversary in 2025. This report features a small sample of the work undertaken by the Association and our membership. Please read this report and help celebrate our 2024 achievements that positively contribute to the delivery of human services in Ontario.



ABOUT OMSSA

HERE FOR ONTARIO'S COMMUNITIES

The Ontario Municipal Social Services Association (OMSSA) is a non-profit association whose members are Ontario's 47 Service System Managers who oversee systems planning and manage the delivery of local human services in a way that is integrated, people-focused, and outcomes-driven. This includes critical services that Ontarians rely on every day, from affordable housing, homelessness services and prevention, to income and employment supports, child care, and early years services.

WHEN SERVICES ARE PLANNED, COORDINATED, AND DELIVERED AT THE LOCAL LEVEL BY EXPERIENCED SERVICE SYSTEM MANAGERS:

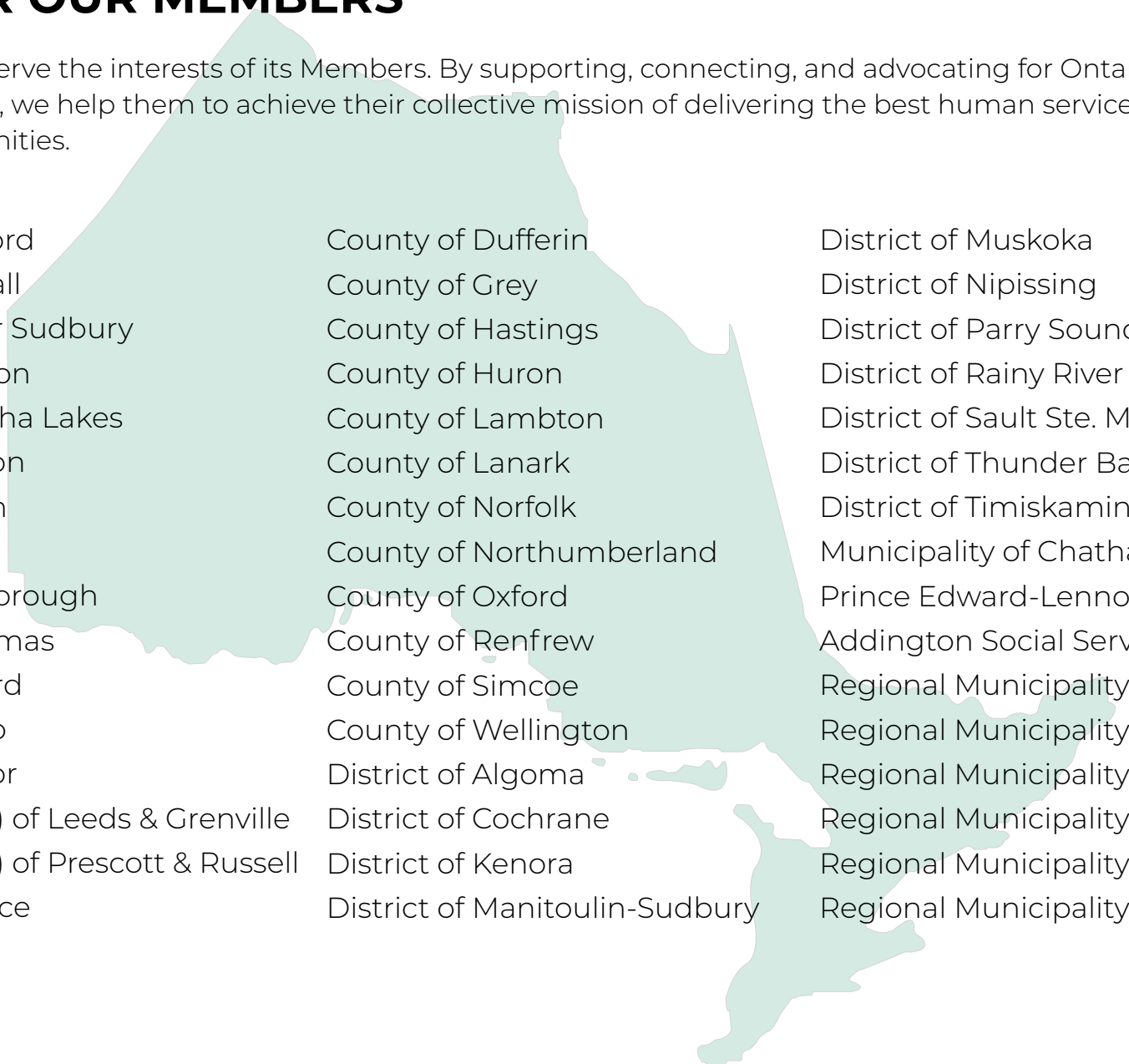
- ▶ **People remain at the centre**, with a focus on the whole spectrum of a person's needs.
- ▶ **People can access a variety of services in one place**, in the communities where they live.
- ▶ **Services meet the different needs of Ontario's unique communities** (urban, rural or suburban, large or small, north or south) by leveraging Service System Managers' in-depth knowledge of their communities.
- ▶ Services are **planned, coordinated, and delivered in a streamlined and integrated way**, in coordination with local community supports.
- ▶ Services continuously improve through **innovation, partnership and collaboration with local leaders** in the health, education, justice, Indigenous, community development sectors and more.
- ▶ As accountable orders of government, municipalities work to ensure that taxpayer-funded **services are managed with a focus on transparency, quality assurance and strong outcomes.**



OUR MEMBERS

HERE FOR OUR MEMBERS

OMSSA exists to serve the interests of its Members. By supporting, connecting, and advocating for Ontario's 47 Service System Managers, we help them to achieve their collective mission of delivering the best human services outcomes for Ontario's communities.



City of Brantford
City of Cornwall
City of Greater Sudbury
City of Hamilton
City of Kawartha Lakes
City of Kingston
City of London
City of Ottawa
City of Peterborough
City of St. Thomas
City of Stratford
City of Toronto
City of Windsor
Counties (U/C) of Leeds & Grenville
Counties (U/C) of Prescott & Russell
County of Bruce

County of Dufferin
County of Grey
County of Hastings
County of Huron
County of Lambton
County of Lanark
County of Norfolk
County of Northumberland
County of Oxford
County of Renfrew
County of Simcoe
County of Wellington
District of Algoma
District of Cochrane
District of Kenora
District of Manitoulin-Sudbury

District of Muskoka
District of Nipissing
District of Parry Sound
District of Rainy River
District of Sault Ste. Marie
District of Thunder Bay
District of Timiskaming
Municipality of Chatham-Kent
Prince Edward-Lennox and
Addington Social Services
Regional Municipality of Durham
Regional Municipality of Halton
Regional Municipality of Niagara
Regional Municipality of Peel
Regional Municipality of Waterloo
Regional Municipality of York

WHAT WE'RE ABOUT

MISSION

To support Members in achieving the best human services outcomes.

VISION

Human services that create better lives for all Ontarians.

VALUE

An indispensable forum to collaborate and lead in advancing human service issues, reflecting the will of Members.

STRATEGIC PRIORITIES

2023-2027 STRATEGIC PRIORITIES

OMSSA's 2023–2027 Strategic Plan outlines a clear path for the Association to raise the bar as an organization recognized as a leading voice and support for human and social services efforts across Ontario. OMSSA's time, effort, and resources will be focused on achieving goals across four key areas of activity:



POLICY AND ISSUES MANAGEMENT

Create and influence evidence-based policy impacting human services in Ontario.



EDUCATION AND PROFESSIONAL DEVELOPMENT

Be the leading provider of education and professional development in the province offering an accessible and timely suite of ongoing professional development to staff at all levels.



COMMUNICATIONS AND MEMBER ENGAGEMENT

Facilitate sharing of information, knowledge and best practices to leverage expertise and resources to ensure meaningful engagement and knowledge exchange.



PARTNERSHIPS AND COLLABORATION

Build honest and authentic partnerships and collaborate in order to further enable OMSSA's ability to foster and influence positive human services outcomes for Ontarians.

BOARD OF DIRECTORS

The OMSSA Board of Directors reflects a complimentary mix of skills, knowledge and expertise. OMSSA is committed to recruiting candidates for the Board that reflect the diversity of its membership as well as the communities they serve.

Members are elected to the 10-member Board at the Annual General Meeting (AGM) of the Association for a two-year term of office. The following individuals serve on OMSSA's Board of Directors and lead the strategic direction of our Association over the 2024-2025 year.



Henry Wall
PRESIDENT

Chief Administrative
Officer
Kenora District Services
Board



**Stella Danos-
Papaconstantinou**
VICE-PRESIDENT

Commissioner, Social
Services
Regional Municipality
of Durham



Mike Nadeau
TREASURER

Chief Executive Officer
District of Sault Ste.
Marie Social Services
Administrative Board



Sutha Balasingham
SECRETARY

Director, Employment
and Social Services
City of Toronto



Cathy Cousins
PAST-PRESIDENT

Director of
Homelessness and
Community Engagement,
Community Services
Regional Municipality
of Niagara



Stu Beumer
MEMBER AT LARGE

Director of Ontario
Works
City of Hamilton



Satinder Klair
MEMBER AT LARGE

Director, Children's
Services
Regional Municipality
of Niagara



Jabari Lindsay
MEMBER AT LARGE

Director, Income and
Social Supports
Regional Municipality
of Peel



Andrew Scavarelli
MEMBER AT LARGE

Director, Housing &
Homelessness
County of Simcoe

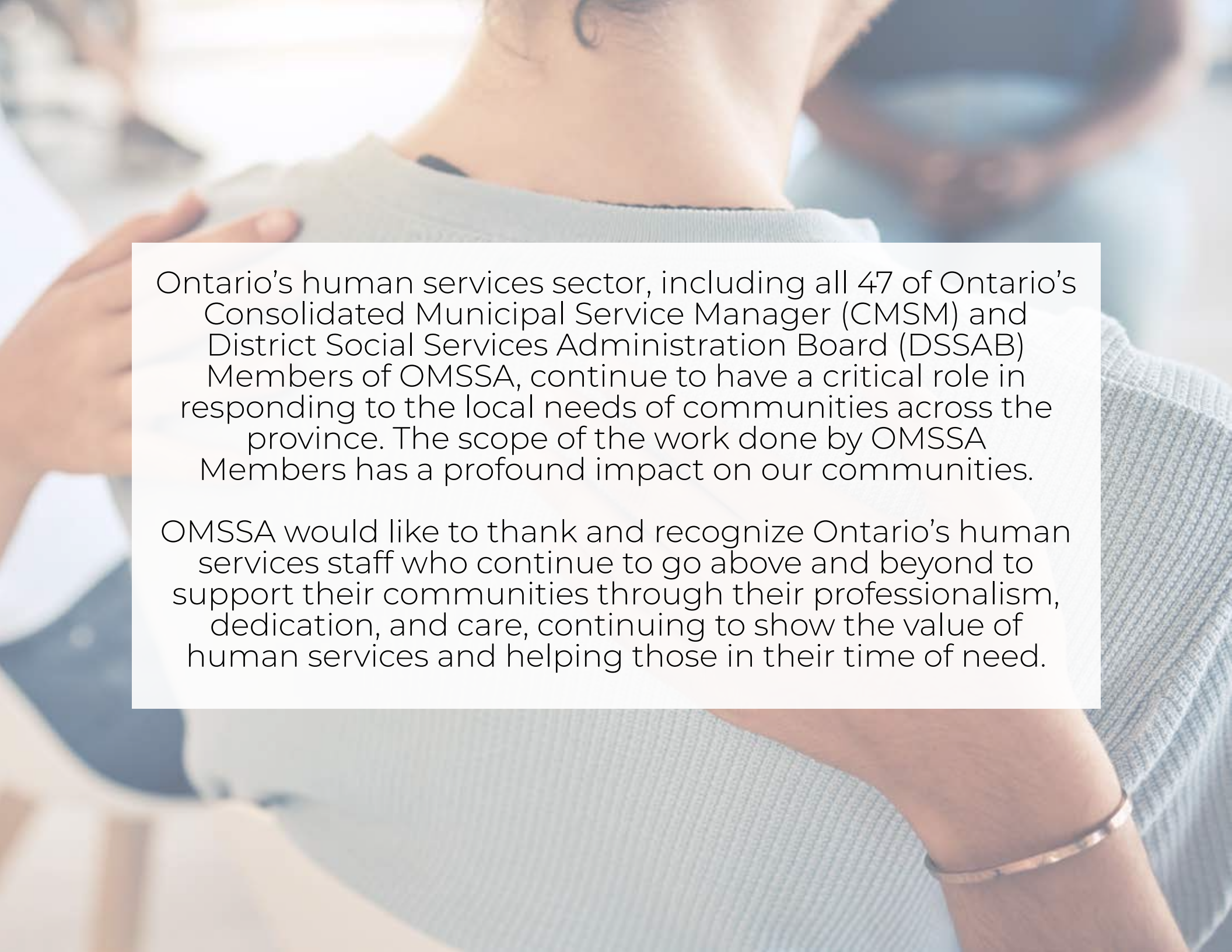


Polly Smith
MEMBER AT LARGE

Director of Employment
and Social Services
Municipality of
Chatham-Kent



**THANK YOU OMSSA
MEMBERS**



Ontario's human services sector, including all 47 of Ontario's Consolidated Municipal Service Manager (CMSM) and District Social Services Administration Board (DSSAB) Members of OMSSA, continue to have a critical role in responding to the local needs of communities across the province. The scope of the work done by OMSSA Members has a profound impact on our communities.

OMSSA would like to thank and recognize Ontario's human services staff who continue to go above and beyond to support their communities through their professionalism, dedication, and care, continuing to show the value of human services and helping those in their time of need.

MEMBER ACCOMPLISHMENTS

Ontario is the only jurisdiction in Canada where municipalities are responsible for the delivery of social services. OMSSA Members are entrusted with public funds to provide human services for the most vulnerable in our communities. This unique mandate provides an environment of solutions and outcomes that are tailored to each community's needs.

Here are a few examples of the valuable projects and initiatives OMSSA Members have accomplished in 2024:

CHILDREN'S SERVICES

- ▶ The **City of Brantford** opened 243 new Canada-Wide Early Learning and Child Care (CWELCC) program child care spaces to date. Four hundred and thirteen additional community-based spaces, and 329 full day school-based child care spaces, are in the works achieving our goal of 985 new spaces, one for every three children, by 2026.
- ▶ The **Greater Sudbury Early Years Planning Network** is a network that enhances awareness of early years programs and creates an integrated system of services involving over forty partners across the sector. In 2024, this group aimed to strengthen the evaluative culture of our programs by collecting community data to inform decision-making, helping organizations implement effective interventions and improve community health and social outcomes.
- ▶ **City of Hamilton** Children's Services launched an Equity, Diversity, Inclusion, and Belonging (EDIB) policy which solidifies a commitment to ensuring people experience a real, lived sense of belonging. Seventy-nine programs signed commitments to actively participate. One hundred and thirty educators participated in one of five workshops with more learning planned in 2025.
- ▶ The **City of Kawartha Lakes'** Early Learning Quality Initiative team created Shining Stars recognizing the great work happening and to celebrate our educators. Winners of each category (mentor, leader, advocate, new, continual learner) are determined by nominations received from the educators. In 2024, they received over 50 nominations.



PHOTO COURTESY OF THE CITY OF KAWARTHA LAKES

MEMBER ACCOMPLISHMENTS

- ▶ To support the strength of leadership in the sector, **London-Middlesex** funded new and seasoned leaders to participate in Fanshawe College's Early Childhood Educator (ECE) Micro Credential Program, developing and enhancing knowledge and skills to navigate policy and legislative changes, financial reporting, and succession planning.
- ▶ The **City of Ottawa** worked with sector partners to develop, plan, launch, and implement a phased approach to the new cost-based funding model to prioritize access to quality and affordable child care as part of the CWELCC program.
- ▶ **City of Stratford's** Children's Services began a partnership with Conestoga College to bring an ECE diploma cohort to Stratford, designed to support existing educators and child care staff in Stratford, St. Marys, and Perth County, to upgrade their education and obtain their ECE diploma at no cost to them. This fast-track program was designed to be completed in 18-20 months, and to ensure all participants remained employed at their centres without any loss to potential income. The success of this pilot cohort has green lighted Conestoga College into bringing a full time ECE program to Stratford in 2025 to support the continued growth and retention of local educators.
- ▶ Toronto Early Learning and Child Care Services operated by the **City of Toronto** rolled out Embracing Black Hair: A Beauty Salon and Barber Shop, as an educational tool and play resource for Black children and ECEs working in our centres. This initiative by Toronto Children's Services provides Black hair materials for play and learning. Aimed at dismantling systemic racism, this initiative allows children and educators to see themselves represented, while challenging Western beauty standards that contribute to negative stereotypes.
- ▶ The **United Counties of Prescott and Russell** celebrated the official opening of EarlyON Child and Family Centres in Casselman, Rockland, and Hawkesbury. Offering various services, including Ontario Works, Housing, and complementary community services, while supporting children's early development and healthy growth.



PHOTOS COURTESY OF CITY OF TORONTO (TOP) AND UNITED COUNTIES OF PRESCOTT AND RUSSELL (BOTTOM)

MEMBER ACCOMPLISHMENTS

- ▶ **Hastings County** and Memory Tree created a seven-video ECE docuseries to highlight the impact of Child Care and Early Years programming and local educators. Memory Tree and Hastings County won a Communicator Award of Excellence for the docuseries.
- ▶ The **County of Lambton** Children's Services Department received Council approval of \$5,857,188 to build a new Child Care facility in underserved rural communities. The Ministry of Education funding \$2,308,957 alongside Lambton's \$3,548,231 investment greatly increases Lambton's child care access.
- ▶ The **District of Parry Sound** Child Care Application Portal was launched by the DSSAB in July 2024. Since its launch, the feedback from families in the community and operators in the District of Parry Sound has been both positive and hopeful for meeting the ongoing challenges and barriers to applying for childcare in our district.
- ▶ The **Region of Waterloo** added 2,284 new spaces for children ages 0 to 5 in the last two years through the CWELCC program and is on track to create 3,725 spaces in total by the end of 2026.
- ▶ **York Region's** 2024-2027 Child Care and Early Years Service System Plan, developed through engagement focuses on enhancing data-driven quality programming, effective coordination among partners, professional and caregiver knowledge to support child development, responsiveness to community needs, and inclusive access.
- ▶ To provide integrated wrap around services for families, **Niagara Region** Children's Services partnered with YMCA of Niagara to develop an EarlyON Hub. Services provided include, EarlyON, fee subsidy, social assistance supports, and a range of YMCA programs/supports for families.



PHOTOS COURTESY OF HASTINGS COUNTY (TOP), LAMBTON COUNTY (MIDDLE) AND DISTRICT OF PARRY SOUND (BOTTOM)

MEMBER ACCOMPLISHMENTS

- ▶ This year, 14 individuals graduated from the ECE Assistant Program in partnership with the **Municipality of Chatham-Kent's** Employment and Social Services and St. Clair College. The Illuminating Care Resource Guide was written and delivered to over 500 educators in addition to the ECE Resource Trailer supporting resources and responsive programming in rural areas.
- ▶ In June 2024, **District of Muskoka** Council approved a \$5.6 million investment to develop 64 licensed child care spaces by retrofitting space within the redeveloped Fairvern Long Term Care (LTC) home. The business model of extended hours and days of care will assist with workforce recruitment and retention within the LTC home and even more broadly in the community where 38% of local residents work non-standard hours of care.



HOUSING

- ▶ **City of Brantford's** Lucy Marco Place successfully opened in October 2024. The purchase of 389 West Street in Brantford (Fox Ridge LTC) is for a conversion project to commence in fall 2025.



PHOTOS COURTESY OF DISTRICT OF MUSKOKA (TOP) AND CITY OF BRANTFORD (BOTTOM)

MEMBER ACCOMPLISHMENTS

- ▶ 1310 Sparks Street is owned and operated by the **City of Greater Sudbury's** Local Housing Corporation showcasing the first municipally built subsidized housing multi-unit building since devolution. Funding was utilized from all three levels of government, and as a result, this building is mortgage free. This seniors project is 14 one-bedroom units within a smoke-free building. There are five accessible units. Tenants will be moving into the building in January 2025.
- ▶ Through \$7.4 million from the federal Rapid Housing Initiative (RHI) and \$7 million in municipal contribution, the **City of Greater Sudbury** will complete construction of 40 new transitional housing units by Q4 2024, with incremental occupancy in Q1 2025.
- ▶ The **City of Hamilton** invested \$1.79M in support of 40 new short-term temporary housing beds and the creation of a Newcomer Referral and Coordination Hub. In partnership with two community partners, 30 beds will be serving men, women, family, and couples, and the other 10 beds will be part of a women's temporary housing program.
- ▶ The **City of Ottawa** is creating new housing options for residents every year. In 2024 alone, 1,186 households were housed from the Centralized Wait List, 106 new affordable and supportive housing units were completed, and 610 new housing benefits were provided for low-income households.
- ▶ Using provincial Homeless Prevention Program funding, the **United Counties of Leeds and Grenville**, approved a \$1.6 million investment for 25 cabins that will be established in the City of Brockville for individuals experiencing chronic homelessness, providing them with short-term stabilization as they transition to longer-term supportive housing.



PHOTOS COURTESY OF CITY OF GREATER SUDBURY (TOP AND MIDDLE) AND UNITED COUNTIES OF LEEDS AND GRENVILLE (BOTTOM)

MEMBER ACCOMPLISHMENTS

- ▶ **Dufferin County** partnered with SHIP who had redeveloped a motel property into individual homes to accommodate individuals and families with low to moderate incomes. The County secured 10 of the units and provides financial rent assistance on an ongoing basis. To further support this initiative, the County provides funding through the Homelessness Prevention Program (HPP) for a Housing Stability Specialist who provides high quality services within the County to individuals who are on the By-Name List or supported by the County.
- ▶ The **County of Huron** is addressing the need for affordable housing locally by utilizing \$6,424,000.00 funds from the Canada-Ontario Priority Housing Initiative (COCHI) to develop a 20-unit apartment building in Exeter. Construction is nearing completion, and the building will soon be ready for occupancy.
- ▶ In 2024, **Lambton County** Council endorsed a multi-year, portfolio-scale strategic affordable and supportive housing development plan that could see the creation of 490 units including 300 supportive housing units. To advance this plan, Lambton formed a partnership with Indwell Community Homes with the goal to plan, construct and eventually operate 150-300 supportive housing units.
- ▶ The Bridge House, is a 13-unit supportive living facility, operated by **Lanark County** Mental Health, and opened in summer 2024. Annual operating costs are funded by HPP (\$306,000) and the County (\$120,000). Program participants are selected from the County's By-Name List.



PHOTOS COURTESY OF DUFFERIN COUNTY (TOP), COUNTY OF HURON (MIDDLE) AND LANARK COUNTY (BOTTOM)

MEMBER ACCOMPLISHMENTS

- ▶ In 2024, the **District of Parry Sound** launched a new Tenant Portal through YARDI. This portal has introduced an easier way for tenants to pay rent, view their ledgers, and submit maintenance requests. Other modules include Maintenance IQ and Procure to Pay, Pay Scan and Accounts Receivable Management. Their efficiency, and level of customer service, will be improved through these efforts toward continued modernization of services.
- ▶ In April 2024, **District of Muskoka** Council approved the 2024-2029 “Big Move on Housing” committed to investments of \$30 Million to deliver 444+ new rental units/shelter spaces:
 - ▶ 1. The Deepest Need – addressing homelessness needs and community housing waitlists
 - ▶ 2. Attainable Market Based – expanding the supply of affordable purpose-built rental units with the private development sector
 - ▶ 3. Capacity Building – housing construction through investments in trades education, innovation, and investments in the growth of non-market housing actors.Action is well underway with the recent approval of a 44-unit affordable housing development in Bracebridge.
- ▶ The **Municipality of Chatham-Kent's** Housing Services in partnership with Chatham-Kent Community Paramedics and Reach Out Chatham-Kent (ROCK) has launched “Pathway2Care” (P2C). This is a collaborative initiative designed with leadership from the Chatham-Kent Ontario Health Team to support individuals experiencing homelessness in Chatham-Kent by providing person-centred, holistic care upon discharge from hospital. This program bridges gaps between health and social services, reducing barriers to care and improving health outcomes for vulnerable people. Since this program launched in September 2024, the team has assisted over 32 individuals at their drop in clinic with navigating after discharge care guidelines and housing stability. The team has received nine referrals from hospital to date.



PHOTOS COURTESY OF DISTRICT OF MUSKOKA (TOP) AND MUNICIPALITY OF CHATHAM-KENT (BOTTOM)

MEMBER ACCOMPLISHMENTS

- ▶ **Waterloo Region** Council approved the Plan to End Chronic Homelessness, the official plan to prevent, address and end chronic homelessness in Waterloo Region. The report recommends 30 actions to end chronic homelessness by 2030 and is guided by seven strategic focus areas.
- ▶ On May 31, 2024, **York Region** held its grand opening of Unionville Commons, a 265-unit mixed income apartment building for seniors in the City of Markham operated by its local housing corporation, Housing York Inc. A hub located in the building will open in 2026 and include programs and activities for seniors in the community.



MEMBER ACCOMPLISHMENTS

HOMELESSNESS



- ▶ In March 2024, the Government of Ontario announced “A New Deal for Ottawa”, which includes \$120 million over three years of new Homelessness Prevention Program (HPP) funding for strategic and innovative housing and homelessness programming and initiatives that will focus on reducing new inflows to homelessness and increasing outflows.
- ▶ The **City of Windsor’s** overnight Warming Bus, in partnership with Transit Windsor and the Downtown Mission, provided 1,800 rides over 57 days, offering warmth, safety, and access to essential services for over 300 individuals experiencing homelessness this past winter.
- ▶ Through its Strengthen the Core initiative, the **City of**

Windsor made significant social and human services investments by expanding hours and enhancing health services at the Housing and Homelessness Helping Hub (H4), delivering vital, client-centred care to individuals experiencing homelessness.

- ▶ The HPP has expanded on the number of subsidies and supports to assist many individuals to prevent homelessness and assist individuals exiting shelters, hospitals and the justice system throughout the **District of Algoma’s** service area. This has been accomplished through collaboration with the centralized waitlist and By-Name List, with Service Providers to expand on their service delivery programs and Community Paramedicine program to provide mobile support to vulnerable individuals in the community and individuals experiencing homelessness.
- ▶ The **District of Rainy River Services Board** completed the HOPE Centre, which collaboratively hosts vital community services like the Safe Beds program, transitional housing, and a seasonal warming centre, while partnering to provide a weekday breakfast for those in need.
- ▶ In collaboration with the **United Counties of Prescott and Russell**, the Prescott-Russell Victim Services will reopen the Hawkesbury Warming Centre from 9 p.m. to 6 a.m., until March 2025. The Centre represents dignity, solidarity, and positive change for residents experiencing homelessness. Our community commitment brings hope that no one endures a cold night alone.

PHOTO COURTESY OF THE DISTRICT OF RAINY RIVER

MEMBER ACCOMPLISHMENTS

- **York Region** approved its 2024 to 2027 Homelessness Service System Plan to guide the Region's approach and investments on actions to reduce and prevent homelessness, responding to the immediate and long-term needs of residents at risk of or experiencing homelessness.

HUMAN SERVICES INTEGRATION

- Mesa was designed as an integrated approach to address the mental health and addiction, housing and homelessness crises in the **County of Renfrew**. It is an innovative approach aligning Emergency Services, Community Services and Development and Property resources with community partners' expertise to provide trauma-informed care.
- The **City of Toronto** is reducing barriers to income support programs, benefits and subsidies with simplified navigation and self-service application, eligibility and information options through the online Human Services Integration Hub, with more than 57,000 sessions since its February launch.



PHOTO COURTESY OF THE CITY OF TORONTO (TOP) AND COUNTY OF RENFREW (BOTTOM)

MEMBER ACCOMPLISHMENTS

PUBLIC HEALTH AND COMMUNITY INITIATIVES

- ▶ The **City of London** has created a new intensive case management around gender-based violence. The City is working with community partners and their Anti-Racism and Anti Oppression office to better support those experiencing gender-based violence (GBV) and put a gender lens on practices and policies to better identify risk and create prevention and intervention practices to address GBV within our community.
- ▶ The **City of Toronto** expanded the 24/7 Toronto Community Crisis Service (TCCS) city-wide. Since spring 2022, TCCS has received over 19,000 service calls, responded to 78% of calls to Toronto Police without police involvement, and reduced police in-person crisis calls by 4.5%.
- ▶ **Bruce County** outreach programs were launched to connect residents with community services and supports. Staff also developed a CARE Cupboard to provide essential care items, promoting dignity, health, and well-being. These initiatives help ensure residents receive accessible and timely support within their local communities.
- ▶ In 2024, **Halton Region** invested \$4.6 million in 83 nonprofit organizations through its Community Investment Fund. The Fund is one of the tools used by the Region to support its Community Safety and Well-Being plan.
- ▶ In August of 2024, the **City of Ottawa** launched the Alternate Neighbourhood Crisis Response (ANCHOR), in collaboration with local health centres and Community Navigation of Eastern Ontario (211), to respond to urgent mental health and substance use calls from the community.



The Halton Region Community Investment Fund (HRCIF) supports community health, safety and well-being.

Learn more about the HRCIF and the grants provided to community agencies at halton.ca.



PHOTO COURTESY OF THE CITY OF TORONTO AND HALTON REGION

MEMBER ACCOMPLISHMENTS

- ▶ With the support of Public Safety Canada, **Niagara Region** Community Services piloted community granting to fund nine local agencies to deliver youth crime prevention initiatives. Granting reduces administrative barriers and provides opportunities for equity deserving agencies to participate in funding.
- ▶ The 2024 municipal investment of \$19.1 million by the **City of Toronto** in Toronto's Student Nutrition Program enables 620 school communities to purchase nutritious food for their community-based student nutrition programs, providing approximately 235,710 meals each school day during the 2024/2025 school year.
- ▶ The **Windsor Essex** Regional Community Safety & Well-Being Plan partnered with local police and community groups to create a Neighbourhood Safety & Crime Prevention Walk toolkit, equipping residents with tools and resources to enhance safety across Windsor and Essex County.
- ▶ **York Region** Paramedic Services launched the Improving Patient Access to Care in the Community (IMPACC) program in April 2024. The program expands the range of services paramedics can provide, aligns delivery of paramedic services with the community-based health and social services needs of patients and integrates patients within interprofessional primary care teams.



PHOTO COURTESY OF YORK REGION

MEMBER ACCOMPLISHMENTS

SENIORS AND LONG-TERM CARE

- ▶ With approximately \$1.1 million in new provincial funding, the **City of Toronto** transitioned 17 long-stay beds at Kipling Acres into the Beaumont Heights Behavioural Support Unit (BSU), which manages and stabilizes individuals with responsive behaviours, within four to six months so they can transition into a regular LTC setting. The City of Toronto's care team received intensive training appropriate to the complex care needs of residents.
- ▶ The Young Onset Dementia Association (YODA) team in the **Region of Waterloo** engaged in extensive engagement to renovate the new YODA space, which will see renovations beginning in early 2025. This program is intended to provide support and community for persons who have been diagnosed with a dementia before the age of 65.
- ▶ The **City of Ottawa** long-term care homes continued to expand a customized Person-Centred Care approach, which focusses on the individual needs of residents and enriches their quality of life through more choice, autonomy, relationship-building, and home-like environments.
- ▶ **York Region's** Newmarket Health Centre was recognized by Ontario Health for outstanding improvement in reductions in antipsychotic medication use. Collaboration, consistent communication, collection of measurable data through the dementia observation tool, education and information sharing all contributed to this success.



PHOTO COURTESY OF THE CITY OF TORONTO (LEFT) AND YORK REGION (RIGHT)

MEMBER ACCOMPLISHMENTS

SOCIAL ASSISTANCE

- ▶ The **City of Brantford** implemented the Community Resource Navigation pilot with evaluation by Wilfrid Laurier University. Navigators connect clients to community supports such as housing stability, primary health care and Employment Ontario. Demonstrating promising results, they are looking at expanding in 2025.
- ▶ The **City of Greater Sudbury** Social Services team has been working diligently to implement an Electronic Document Management (EDM) system to help eliminate manual processing and support a more seamless approach for our applicants.
- ▶ The **City of Hamilton's** Ontario Works team was put to the test when a major cyber-attack brought down the City's network on February 25th. Staff worked around the clock on solutions to ensure payments and service was not interrupted. The 20,000 Hamiltonians that rely on OW received their March payments on time, and thousands of inquiries and applications were completed, even if it meant going back to pen and paper!
- ▶ **City of Kawartha Lakes** introduced an in-house mental health counsellor in 2024 in coordination with our local Community Counselling Resource Centre to support the needs of our clients. This provides a much needed direct resource for individuals to work through their barriers and promotes overall well being.
- ▶ The **City of Ottawa's** Catherine St. Community Service Hub served over 28,000 residents in 2024. An accessible person-centred service centre, the Hub provides access to both municipal and community social services in one location, simplifying access to services for residents in the Centretown Ward of Ottawa.
- ▶ **Toronto Employment and Social Services**, in collaboration with community organizations, launched several Innovative Case Management (ICM) pilots, supporting over 1,000 clients and low-income residents with culturally safe, person-centered services. In 2024, these pilots provided mental health supports, trauma-informed care, community-focused case management, and pre-employment assistance to equity-deserving groups, including Indigenous, Black,

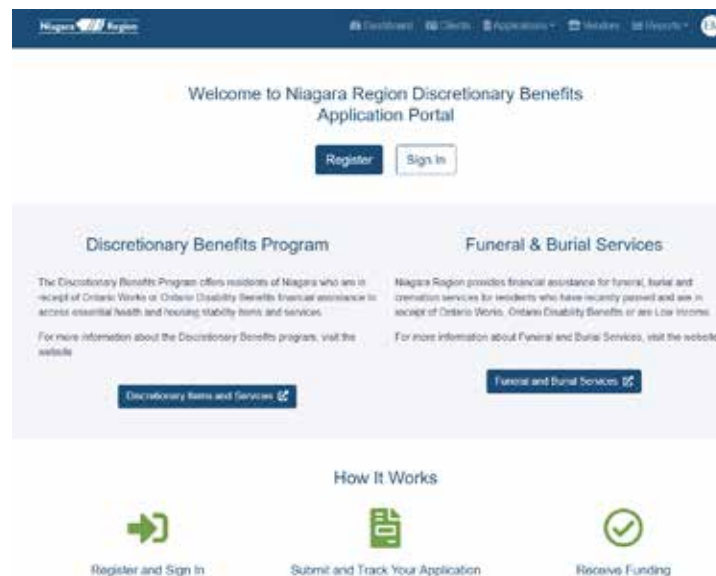


PHOTO COURTESY OF THE REGION OF HALTON

MEMBER ACCOMPLISHMENTS

Refugee/Newcomer populations, youth, and sex workers. Funded through Toronto's Poverty Reduction Strategy, the City is exploring opportunities to expand these initiatives, leveraging new partnerships and seeking sustainable funding sources.

- ▶ Launched January 1, 2024, the **City of Windsor's** Windsor Regional Employment Network (WREN) has achieved great success in its first year, uniting 19 Service Providers across Windsor-Essex, Chatham-Kent, and Sarnia-Lambton, supporting over 12,000 clients, with 2,500+ securing meaningful employment opportunities.
- ▶ **Lambton County** Ontario Works acknowledges the growing complexity and urgency of mental health needs within our client base. In response to this increasing demand, the Department has launched a variety of initiatives aimed at providing direct support to clients experiencing mental health challenges. One example is a Mental Health and Social Services Team (MHASST) which includes caseworkers from the Canadian Mental Health Association and Ontario Works who work as an integrated team to support client experiencing mental health and/or addictions challenges.
- ▶ The **Municipality of Chatham-Kent's** Community Navigator Income Tax Program assisted 493 low-income residents with completing their income tax returns. This program helps alleviate poverty by providing participants with \$2,302,053.56 that can be used to cover expenses such as housing, food, and childcare.
- ▶ **Halton Region** is investing up to \$4,575,000 over five years to fund Halton Food Connect, a food security program for Ontario Works clients. Launched in 2022 and expanded in 2024, Halton Food Connect is delivered in partnership with community organizations. Through the program, clients receive free monthly food packages sent directly to their homes.
- ▶ **Niagara Region's** Social Assistance and Employment Opportunities (SAEO) Division developed The Niagara Utility Benefit Program, implemented in 2024. This program provides low-income families access to utility arrears support through one application accessed through Niagara's [Discretionary Benefits portal](#).



MEMBER ACCOMPLISHMENTS

- ▶ The **Region of Peel** Human Services Department collaborated with IRCC, Municipalities, community partners and sector experts to establish a sustainable, multi-sector response to support over 5,000 asylum seekers in receipt of Ontario Works,, ensuring access to essential programs and services.
- ▶ The Employment Services team at the **Region of Waterloo** supported a pathways to employment program with Grand Valley Construction Association (GVCA), pairs individuals from underrepresented groups with technical training in construction and job placements. In the first cohort, 16 have secured full-time employment in the construction industry.
- ▶ **York Region's** Transitional and Financial Support team shares resources and hosts events, to empower customers to understand and manage their finances and debt. By September 2024, 568 customers were supported to file their taxes resulting in over \$3.5 million in payments.

RECOGNIZING EXCELLENCE

OMSSA's Awards and Recognition Program honours individuals and teams who have made outstanding contributions to both OMSSA and their communities, recognizing their commitment to planning, managing and delivering quality human services in Ontario. In 2024, OMSSA was honoured to recognize the following outstanding individuals and teams:



ADRIENNE JUGLEY, REGIONAL MUNICIPALITY OF NIAGARA
JANINE MITCHELL, CITY OF KAWARTHA LAKES

Champion of Human Services Award

In recognition of exceptional and effective efforts in fostering a positive environment for the development and investment in human services



GAIL SPENCER, CITY OF GREATER SUDBURY

Patti Moore Human Services Integration Award

In recognition of exceptional leadership in the development of the theory and practice of human services integration, both within OMSSA and across Ontario



KATHERINE CHISLETT, REGIONAL MUNICIPALITY OF YORK

Lifetime Achievement Award

In recognition of exceptional and long-standing contribution to OMSSA, municipal human services, and the people and communities of Ontario



KENDRA HABING, REGIONAL MUNICIPALITY OF HALTON

Young Leader Award

In recognition of an individual 30 years or younger who has been recognized as a leader, created change, and strengthened leadership in their community.

RECOGNIZING EXCELLENCE

Local Municipal Champion Award

In recognition of outstanding contributions in advancing excellence in human services integration and service system management

CITY OF BRANTFORD: COMMUNITY RESOURCE NAVIGATION PILOT

CITY OF WINDSOR: WINDSOR-ESSEX REGISTERED EARLY CHILDHOOD EDUCATORS
CAMPAIGN (WERECE)

COUNTY OF RENFREW: MESA - A COLLABORATIVE APPROACH TO COMPASSIONATE
CARE

ACCESS TO INTEGRATED CARE IN COUCHICHING: A PARTNERSHIP BETWEEN THE
COUNTY OF SIMCOE ONTARIO WORKS AND ORILLIA SOLDIERS MEMORIAL HOSPITAL

NORTHUMBERLAND COUNTY: EARLY YEARS EMPLOYMENT INITIATIVE

REGION OF DURHAM: FAMILY SERVICES DURHAM

REGION OF PEEL: STABILITY SUPPORTS PROGRAM





POLICY AND ISSUES MANAGEMENT

POLICY AND ISSUES MANAGEMENT

Association Engagement

In 2024, OMSSA informed and engaged OMSSA Members and key partners in the following ways:

- ▶ Hosted **six OMSSA Board of Directors and four OMSSA Leadership Table** meetings discussing key provincial updates and emerging issues in human services.
- ▶ Convene **15 Sector Lead** meetings in Children's Services, Social Assistance, Housing, and Homelessness to allow for more direct consultation amongst senior leads in each of our Members' core service areas.
- ▶ Hosted **17 Committee and Network meetings** to allow for greater collaboration and discussion of implementation, challenges and opportunities at the local level within each service area.
- ▶ Provide analysis of the 2024 Ontario and Federal Budgets, and Provincial Fall Economic Statement, for OMSSA's Knowledge Exchange Blog.
- ▶ Set up a meeting between Members and the Canada Mortgage Housing and Housing Corporation (CMHC) to provide consultation on the National Housing Strategy and federal programs.
- ▶ Introduced new Committees on Stability Supports and the new child care IT system.
- ▶ Partnered on a new task force with the Ontario Federation of Indigenous Friendship Centres on Indigenous child care.
- ▶ Engage extensively with our Leadership Table, Sector Leads, and Networks to bring forward Members' priorities to influence policy via five submissions including:
 - ▶ [OMSSA Submission on the Engaging in Early Learning and Child Care Discussion Guide](#)
 - ▶ [OMSSA Letter to the Province on OMSSA's Special Needs Resourcing Position Paper & OMSSA Special Needs Resourcing Paper](#)
 - ▶ [OMSSA 2024 Federal Pre-Budget Submission](#)
 - ▶ [OMSSA 2024 Provincial Pre-Budget Submission](#)
 - ▶ [OMSSA Letter on Early Years Child Care Administration Reductions](#)



POLICY AND ISSUES MANAGEMENT

Provincial Engagement

In 2024, OMSSA brought forward advice and concerns from OMSSA Members and key partners in the following ways:

- ▶ OMSSA attended 22 provincial table meetings.
- ▶ Hosted six Member update meetings from the Ministry of Education and Ministry of Children, Community and Social Services (MCCSS).
- ▶ Worked with AMO to ensure urban, suburban, rural and Northern Members were represented on provincial tables and working groups.

Children's Services

- ▶ Participated in a federal child care consultation with the National Child Care Secretariat.
- ▶ Participated in discussions at the Provincial Municipal Technical Working Group on the Canada-Wide Early Learning & Child Care implementation, funding formula and guidelines; IT system project; workforce recruitment and retention, Special Needs Resourcing, EarlyON and Indigenous Child Care

Social Assistance

- ▶ Engaged in discussions at several committees including the Provincial-Municipal Social Assistance and Employment Committee and Directors Administrators Reference Group about co-design with MCCSS for the modernization of social assistance and Employment Services Transformation.
- ▶ Met regularly with MCCSS on social assistance renewal, caseloads, human services integration, stability supports and employment services transformation.

Housing and Homelessness

- ▶ Provided advice to the Ministry of Municipal Affairs and Housing (MMAH) on community housing renewal, supportive housing, homelessness encampments, and the Canada-Ontario Housing Benefit.
- ▶ Held meetings with MMAH Deputy Minister and submitted data to support provincial/federal negotiations related to National Housing Strategy.
- ▶ Engaged with the Ministry of Health on Homelessness and Addiction Recovery Treatment Hubs.

POLICY AND ISSUES MANAGEMENT

Building Strong Partnerships

In 2024, OMSSA continued its commitment to building strong partnerships with key organizations so the Association can extend its presence across the broader human services sector in the following ways:

Enter Strategic Partnerships

- ▶ Sign a Memorandum of Understanding (MoU) with the Ontario Native Women's Association (ONWA) and extended its MoU with the Association of Municipalities of Ontario (AMO).



Partner Policy Meetings

OMSSA held regular policy meetings with the following partners:

- ▶ Canadian Mental Health Association
- ▶ Ontario Federation of Indigenous Friendship Centres
- ▶ Ontario 211
- ▶ Canadian Alliance to End Homelessness
- ▶ Maytree
- ▶ Ontario Non-Profit Network
- ▶ Helpseeker
- ▶ Canada Mortgage and Housing Corporation
- ▶ Ontario Non-Profit Housing Association
- ▶ Cooperative Housing Federation
- ▶ Housing Services Corporation
- ▶ Ontario Aboriginal Housing Corporation
- ▶ John Howard Society
- ▶ Feed Ontario
- ▶ Know Your Numbers
- ▶and held individual meetings with many other partners.

Municipal Association Meetings

OMSSA held regular meetings with the following municipal association partners:

- ▶ AMO
- ▶ Association of Municipal Managers, Clerks and Treasurers of Ontario
- ▶ Municipal Finance Officers' Association of Ontario
- ▶ Ontario Municipal Human Resources Association
- ▶ Good Roads
- ▶ Ontario Municipal Administrators Association

PHOTO COURTESY OF THE ONTARIO NATIVE WOMEN'S ASSOCIATION

POLICY AND ISSUES MANAGEMENT

Attended Events

OMSSA attended Conferences and Events hosted by the following Associations::

- ▶ Rural Ontario Municipal Association Conference
- ▶ Association of Municipalities of Ontario
- ▶ Northern Ontario Service Deliverers Association
- ▶ Addictions Mental Health Ontario
- ▶ Ontario Non-Profit Housing Association
- ▶ Western Ontario Wardens Caucus
- ▶ DEMCON
- ▶ Canadian Alliance to End Homelessness
- ▶ Ontario Native Welfare Administrators Association
- ▶ Annual Cooperative Housing Federation (CHF) Advocacy Day at Queen's Park
- ▶ University of Toronto Munk School Global Affairs & Public Policy: Policy Speed Networking Event

Policy Coordination

Coordinated policy on several key human services policy issues with the following partners:

- ▶ Federation of Canadian Municipalities
- ▶ Association of Municipalities of Ontario
- ▶ OMSSA's Urban Commissioners
- ▶ Northern Ontario Service Deliverers Association
- ▶ OMSSA's SCROG
- ▶ Western Ontario Wardens Caucus
- ▶ Eastern Ontario Wardens Caucus
- ▶ Central East Service Managers Group
- ▶ Southwest Service Managers Group
- ▶ HSSC

Partner Collaboration

- ▶ Regularly met with the Association of Native Child and Family Services Association of Ontario to determine areas of collaboration.
- ▶ Worked with AMO, NOSDA, and Helpseeker on a joint project collecting data leading to advocacy recommendations on housing and homelessness.





EDUCATION AND PROFESSIONAL DEVELOPMENT

PROFESSIONAL DEVELOPMENT

In 2024, OMSSA continued to offer Members access to a variety of professional development opportunities, along with our Conferences and Forum, in virtual and in-person formats to enhance the sharing of best practices, knowledge exchange, and the development of key skills and competencies. Some of this year's highlights include:

- ▶ Host **1,758 attendees** across all OMSSA virtual workshop programming.
- ▶ Deliver over **440 hours** of interactive learning in **40 professional development workshops** to almost **460 human services professionals** across the province.
- ▶ **Contracted with 27 members and non-members** to deliver in person and virtual workshops designed specifically to meet the professional development needs of staff
- ▶ **Introduce two new workshops:** De-escalation: Strategies to Manage High Stress Interactions and Mindful Self Compassion workshops to complement our existing roster of workshops.
- ▶ **Held Speakers Series webinars** for almost 600 people registered for three webinars focusing on welfare in Canada, a review of homelessness encampments across Canada, and the municipal role in child care (the latter had to be postponed to 2025).
- ▶ **Hosted two sponsored Lunch and Learn webinars** for over 300 attendees focusing on facilitating newcomer and refugee integration through evaluating credentials and co-designing solutions for immigrant inclusion.

Here's what OMSSA Members have said about our workshops and professional development:

"I really appreciated seeing a lot of the techniques in action, the honesty and real self Karine demonstrated, how open and responsive Karine is to questions and group commentary." (Trauma-Informed Leadership)

"The group was a perfect size and engaging. Breakout rooms weren't difficult. The facilitator was very knowledgeable and well spoken...easy to follow." (Fundamentals of the Internal Review Process)

"Kirby is an amazing facilitator. She clearly communicated throughout the sessions and kept participants engaged. I'm sure that the participants that have some working knowledge of SAMS and Directives would have found the training helpful." (OW/SAMS: The Basics)



2024 EXCHANGE CONFERENCE



OMSSA EXCHANGE
2024 | Toronto

2024 EXCHANGE CONFERENCE

From May 7-8, OMSSA hosted over 400 people from across Ontario and beyond for our 2024 OMSSA Exchange Conference in Toronto.

Our Conference provided the opportunity to bring first-line human services staff from across Ontario to learn, inspire, and think about the Ontario we all want.

Over two days, the Exchange Conference focused on several important professional development topics, enhancing skill sets, and the innovative work happening in each of our sectors to address the most pressing issues in our local communities.

Highlights:

- ▶ Opening fireside chat with Dr. Andrew Boozary and Armine Yalnizyan focused on the current and future state of our care economy, the growing role of private equity, and the impact on social services.
- ▶ A powerful presentation and fireside chat with Dr. Lee Airton from Queen's University. Dr. Airton spoke about the successes and challenges in the work of creating institutions that welcome gender and sexual diversity.
- ▶ 2023 Awards Presentation recognizing several deserving individuals and teams for our Champion of Human Services, Lifetime Achievement, and Local Municipal Champions Awards.
- ▶ In-depth breakout sessions focused on ideas and innovations to address complex challenges in housing, homelessness, data collection and analysis, newcomer settlement, child care, and more.



"It was wonderful to connect with peers across the Province. To hear about what is happening in their area, and to learn from one another. The speakers were all on point."

2024 VIRTUAL FORUM

From September 24-25, OMSSA hosted more than 170 people virtually from across Ontario and beyond for our 2024 Virtual Forum.

Over two mornings, the Forum provided the opportunity for all human services staff to focus on common community safety and well-being (CSWB) themes.

Attendees heard from human services, partner service providers, health and public health, and academics at the local level to see what successes have emerged from the early years of CSWB planning and how they are resourcing, measuring, and evaluating the impact of this work.

We also considered how CSWB work intersects and supports existing plans and projects.

Highlights:

- ▶ Opening panels focused on shaping the future of safety and well-being and measuring, monitoring, and evaluating CSWB outcomes.
- ▶ In-depth breakout sessions focused on intimate partner violence, adverse childhood experiences, harm reduction and substance use, Indigenous women's safety, partnership and collaboration through situation tables.



"I liked hearing from different areas who are working on the same issues. It was great hearing their success and setback stories. I found the overall sessions helpful."

"It helped me better understand the perspective of another sector and how it related to the community I serve."

PARTNER THANK YOU

OMSSA would like to thank our many partners for their generous support of our 2024 Conferences and Virtual Forum





2024 POLICY CONFERENCE



POLICY²⁰₂₄
OMSSA | CONFERENCE
In Person | Dec 4-5

2024 POLICY CONFERENCE

From December 4-5, OMSSA hosted over 370 human and public services leaders from across Ontario for our 2024 OMSSA Policy Conference in Toronto.

Over two days, our 2024 Policy Conference focused on strategic conversations about the policy priorities into 2025 and beyond. This includes key issues such as: social services provision, supporting human services delivery, Indigenous women's safety, changing the narrative on homelessness, aging in place, building capacity in child care, employment services transformation, person-centric systems, and much more.

Highlights:

- ▶ Welcome Reception presentation from Feed Ontario discussing their newly-released 2024 Hunger Report.
- ▶ Day 1 opening economic and policy panel providing insights into the economic and policy effects of reduced immigration, efforts to stimulate housing starts, the expansion of the provincial child care system, growing food insecurity, changes to mental health and addiction approaches, and work to address the crisis of the unhoused.
- ▶ Day 2 opening panel with several Assistant Deputy Ministers from the Ministries of Children, Community and Social Services, Labour, Immigration, Training, and Skills Development, Municipal Affairs and Housing, Health, and Education.
- ▶ Closing plenary focused on political acuity and effective strategies for political communications.

"I appreciate the relevant topics across all services. The conference provides a great opportunity to network with other OMSSA members and opportunities to share experiences and creatively problem solve. I very much appreciate the ADMs attending. The agenda is well-crafted with plenary sessions applicable to all, and program-specific afterwards."

"This was my first OMSSA conference so I didn't know what to expect. I enjoyed hearing about what is happening in the rest of the province and getting some good ideas of things that we could... implement in our region."

2024 SPEAKERS SERIES



In its second year, OMSSA hosted almost 600 people registered for three Speakers Series webinars.



A Review of Homelessness Encampments Across Canada (February 2024)

This webinar featured Canada's Federal Housing Advocate, including a brief overview of their mandate and discussion on their final report and recommendations resulting from her national review of encampments,



A Look Ahead at Maytree's Annual Welfare in Canada Report (July 2024)

This webinar featured a sneak peek at the annual *Welfare in Canada* report examining the welfare incomes of households receiving social assistance and details some key features of social assistance programs in Canada.



Institute on Municipal Finance & Governance Report: The Municipal Role in Child Care (Postponed)

This webinar was meant to look at the future of municipally-led child care in Ontario, and will consider ways to move forward in light of the release of the province's new funding formula and the possibility of for-profit expansion in the system.

2024 LUNCH AND LEARNS



In its first full year, OMSSA hosted almost 300 people registered for two sponsored webinars.



Unlocking Opportunities: Facilitating Newcomer and Refugee Integration Through Evaluating Credentials (February 2024)

This session focused on the significance of evaluating credentials and explores how we can work collaboratively across sectors to support newcomers, particularly forcibly displaced people, in building a successful future in their new home country.



#ImmigrantsWork: A Collective Approach to Co-Designing Solutions for Immigrant Inclusion (July 2024)

The panel explored lessons learned from the #ImmigrantsWork initiative. Panelists will discuss the core conditions that made the initiative successful, and challenges faced in the process.

HUMAN SERVICES CERTIFICATE PROGRAM



OMSSA offers its [Human Services Certificate Program](#). It is designed for first-line staff, supervisors, and managers in all program areas of human services. A series of professional development sessions will equip learners with knowledge and skill application in their current roles as well as future career aspirations. The Certificate Program includes two paths:

- ▶ **Path 1** is a foundational program, providing learners with an introduction to theories, competencies, principles, and practices in Human Services.
- ▶ **Path 2** of the program provides further practical application of theories, competencies, principles and practices in Human Services.

NON-MEMBER EDUCATION MEMBERSHIP



OMSSA offers an annual [Education Membership](#) option for Non-Members. Through this membership, individuals and organizations receive special pricing for OMSSA's professional development opportunities. The Education Membership is available in three tiers:

- ▶ **Level 1:** Special pricing for all OMSSA professional development courses, virtual and in-person Conferences and Forums.
- ▶ **Level 2:** Special pricing for all OMSSA professional development courses.
- ▶ **Level 3:** Special pricing for all OMSSA virtual and in-person Conferences and Forums.

A photograph of two hands holding a large, teal-colored speech bubble against a dark grey background. In the blurred background, other hands are visible holding yellow and teal speech bubbles. A purple diagonal shape is in the bottom-left corner, containing white text.

COMMUNICATIONS AND MEMBER ENGAGEMENT

In 2024, OMSSA continued to build its Communications and Member Engagement program providing Members with frequent opportunities for dialogue and knowledge exchange along with timely and relevant updates. Some of this year's highlights include:

- ▶ We reorganized our Member Networks to better meet Member needs. This includes splitting our Housing and Homelessness Network into separate Networks, and renaming the Employment and Income Network to the Social Assistance Network..
- ▶ Launched a Request for Proposal and secured a vendor to update OMSSA's website to better tell the stories and experiences of human services across Ontario, including the challenges Members face and the solutions they develop to assist their communities.

515,430 WEBSITE VISITS

8,337 NEWSLETTER SUBSCRIBERS

6,151 KNOWLEDGE EXCHANGE
BLOG PAGEVIEWS

986 NEW SOCIAL MEDIA
FOLLOWERS

331 NEW NEWSLETTER
SUBSCRIBERS

237 NEW NETWORK MEMBERS

208 NEWSLETTERS PUBLISHED

62 REQUESTS FOR
INFORMATION SHARED



CHECKING IN WITH MEMBERS

Since our last Membership Satisfaction Survey in 2019, much has changed with the Association, and with Members. We thought it was important to check in with Members to get their input on OMSSA's progress, their satisfaction with the Association, and their key priorities, future needs, and concerns.

OMSSA surveyed its Board of Directors, 47 Leads, and Sector Leads, hearing from 99 Members from 44 of 47 Member organizations. Here's what they told us:



VALUE AND SATISFACTION

- ▶ Overall Member Value increased from 4.13 out of 5 (2019) to 4.19 out of 5 (2024)
- ▶ Overall Member Satisfaction increased from 4.2 out of 5 (2019) to 4.35 out of 5 (2024)
- ▶ Overall progress has increased in the following areas:
 - ▶ Education and Professional Development: 3.9 out of 5 (2019) to 3.96 out of 5 (2024)
 - ▶ Engagement and Communications: 4.05 out of 5 (2019) to 4.4 out of 5 (2024)
 - ▶ Partnerships and Collaboration: 3.75 out of 5 (2019) to 4.27 out of 5 (2024)

ENGAGEMENT AND INFLUENCE

- ▶ When asked how easy or difficult is it to have their voice heard, respondents gave a score of 5.87 out of 7 (2019) and 6.35 out of 7 (2024)
- ▶ When asked how much influence there is on OMSSA's direction and priorities, respondents gave a score of 5.72 out of 7 (2019) and 6.07 out of 7 (2024)
- ▶ When asked how effectively OMSSA communicates with Members, respondents gave a score of 6.06 out of 7 (2019) and 6.32 out of 7 (2024)

thank you

OMSSA would like to thank the people and organizations who helped to make our work possible in 2024. In addition to our Committees, thank you to all those who participated in OMSSA's Networks, Leadership Table, Sector Leads and other meetings in 2024.

AWARDS COMMITTEE

- ▶ (Chair) Jabari Lindsay, Regional Municipality of Peel
- ▶ Kristine Greaves, City of Cornwall
- ▶ Tanya Hall, Regional Municipality of Halton
- ▶ Rob Kirsic, OMSSA
- ▶ Stacey Mullen, County of Lambton
- ▶ Ken Renta, District of Thunder Bay DSSAB

FINANCE COMMITTEE

- ▶ Mike Nadeau, Sault Ste. Marie DSSAB (Treasurer)
- ▶ Doug Ball, OMSSA
- ▶ Kari Buzzelli, Regional Municipality of Peel
- ▶ Jonathan Dixon, Regional Municipality of Durham
- ▶ Henry Wall, District of Kenora DSSAB

THANK YOU VOLUNTEERS!

EXCHANGE PLANNING COMMITTEE

- ▶ (Co-Chair) Tod Duncan, OMSSA
- ▶ (Co-Chair) Nalisha Sankreacha, OMSSA
- ▶ Doug Ball, OMSSA
- ▶ Tennille Billy, Regional Municipality of Peel
- ▶ Robert Blackwell, City of Greater Sudbury
- ▶ Nadia Boismier, Regional Municipality of York
- ▶ Roxanne Gillis, City of Toronto
- ▶ Christie Herrington, OMSSA
- ▶ Sumar Jasey, City of Windsor
- ▶ Rob Kirsic, OMSSA
- ▶ Tanis Lavigne, County of Renfrew
- ▶ Dunja Lukic, County of Wellington
- ▶ Jennifer McPhee, OFIFC
- ▶ Polly Smith, Municipality of Chatham-Kent


FORUM PLANNING COMMITTEE

- ▶ (Co-Chair) Nalisha Sankreacha, OMSSA
- ▶ (Co-Chair) Tod Duncan, OMSSA
- ▶ Doug Ball, OMSSA
- ▶ Meagan Baranyk, City of Timmins
- ▶ Alexis Cook, County of Bruce
- ▶ Sandy Dupuis, Regional Municipality of Niagara
- ▶ Ian Hanney, County of Lambton
- ▶ Christie Herrington, OMSSA
- ▶ Rachelle Ihekwoaba, City of Hamilton
- ▶ Rob Kirsic, OMSSA
- ▶ Grace Mater, City of Hamilton
- ▶ Ruth Nordegraaf, City of Kingston
- ▶ Dorothy Olver, City of Peterborough
- ▶ Daniel Sirivar, Regional Municipality of Peel

POLICY PLANNING AND ADVISORY COMMITTEE

- ▶ (Co-Chair) Tod Duncan, OMSSA
- ▶ (Co-Chair) Nalisha Sankreacha, OMSSA
- ▶ Doug Ball, OMSSA
- ▶ John Connell, County of Simcoe
- ▶ Davina Dixon, City of Toronto
- ▶ Fern Dominelli, NOSDA
- ▶ Charene Gilles, Rainy River DSSAB
- ▶ Mitri Hanna, City of Ottawa
- ▶ Christie Herrington, OMSSA
- ▶ Michael Jacek, AMO
- ▶ Rob Kirsic, OMSSA
- ▶ Satinder Klair, Regional Municipality of Niagara
- ▶ Sarah Lukaszczyk, OFIFC
- ▶ Wade Matthews, District of Muskoka
- ▶ Laura Sparling, Regional Municipality of Peel
- ▶ Michelle Squires, CMHA Ontario
- ▶ Sara Turner, Regional Municipality of York
- ▶ Darryl Wolk, OMSSA





OMSSA ended 2024 with a very small operational deficit. The Association continues to deliver effective services to be responsive to Members' needs while maintaining sustainable finances and operations throughout the year.

This past year, the Association invested in the development of a joint research report with AMO and NOSDA about ending chronic homelessness in Ontario. We continue to see the benefits of our initial investment in our advertising and sponsorship program which has exceeded targets and brought several new partners on board in the first two years of operation.

OMSSA continues to see strong interest in our Conferences and professional development workshops which is reflected in the revenue brought into the Association. OMSSA also invested in upgrading our technology as we began a website update in late 2024 that is scheduled to launch in Summer 2025.

This upcoming year represents an opportunity to reflect and celebrate the many successes of our membership and of human services in Ontario as OMSSA celebrates its 75th Anniversary.

2024 FINANCIAL OVERVIEW AND REPORT

2024 FINANCIAL REPORT

The financial report is based on the audit conducted by the firm Pennylegion | Chung LLP.
The audited financial statements are available by contacting OMSSA.

STATEMENT OF FINANCIAL POSITION AS AT DECEMBER 31, 2024

	2024	2023
ASSETS		
Current Assets		
Cash	\$ 614,701	\$ 603,397
Guaranteed Investment Certificates	\$ 507,650	606,443
Accounts Receivable	\$ 149,222	46,224
HST Receivable	\$ 10,651	8,432
Prepaid Expenses	\$ 42,690	58,642
	<u>\$ 1,324,914</u>	<u>\$ 1,323,138</u>
LIABILITIES AND NET ASSETS		
Current Liabilities		
Accounts Payable and Accrued Liabilities	\$ 103,500	\$ 46,797
Deferred Revenue	254,869	301,007
	<u>358,369</u>	<u>347,804</u>
Net Assets		
Unrestricted	966,545	796,334
Designated - Strategic Reserve	-	179,000
	<u>966,545</u>	<u>975,334</u>
	\$ 1,324,914	\$ 1,323,138

STATEMENT OF OPERATIONS AS AT DECEMBER 31, 2024

	2024	2023
REVENUE		
Membership Dues	\$ 696,044	\$ 653,012
Training	561,520	502,173
Conference Fees	379,383	311,565
Advertising and Sponsorship	65,100	35,125
Job Board	46,125	57,513
Forums	39,383	64,612
Interest	36,886	23,656
Total Revenue	<u>1,824,441</u>	<u>1,647,656</u>
EXPENSES		
Personnel	972,764	945,948
Education	721,826	642,729
Office and Administrative	82,439	89,370
Governance	25,301	16,364
Advertising and Sponsorship	20,837	12,850
Policy and Member Services	10,063	4,830
Total Expenses	<u>1,833,230</u>	<u>1,712,091</u>
Excess of expenses over revenue for the year	(8,789)	(64,435)
Net Assets, beginning of year	<u>975,334</u>	<u>1,039,769</u>
Net Assets, end of year	\$ 966,545	\$ 975,334

MEET OUR 2024 TEAM



Doug Ball

EXECUTIVE DIRECTOR



Pavel Chernerov

SOCIAL SERVICES PROJECT
COORDINATOR (TO JULY 2024)



Tod Duncan

MANAGER, RESEARCH AND
CONFERENCE PROGRAMMING



Rebecca Ellis

ADMINISTRATIVE ASSISTANT



Christie Herrington

DIRECTOR, EDUCATION



Angelica Nuguid

COMMUNICATIONS INTERN (TO MAY
2024)



Rob Kirsic

COMMUNICATIONS AND MEMBER
ENGAGEMENT MANAGER



Paul Mallon

BUSINESS DEVELOPMENT SPECIALIST



Abel Nunes

FINANCE AND HUMAN RESOURCES



Nalisha Sankrecha

EDUCATION AND EVENTS COORDINATOR
(TO DECEMBER 2024)



Darryl Wolk

MANAGER, POLICY DEVELOPMENT
AND PUBLIC AFFAIRS



ONTARIO MUNICIPAL SOCIAL
SERVICES ASSOCIATION

PO Box 21027, RPO Meadowvale, Mississauga, ON, L5N 6A2

www.omssa.com | [in](#) @OMSSA [twitter](#) @theOMSSA